

APPENDIX B

“User Acceptance of Commercial Vehicle Operations” Driver Acceptance Questionnaire Final Version --February 76, 1995

My name is _____ and I work for Penn + Schoen Associates, Inc., an independent research firm. Our firm is conducting a study on drivers' attitudes and opinions towards the use of new technologies in the trucking (motor coach) industry. Some of these systems may have already been installed in your vehicles and some the government and the private sector are still considering and testing. Use of these technologies is voluntary. Because many of these technologies are still in the conceptual phase, it is important that your opinions are included in this research effort so that any industry wide changes will reflect those issues which are most important to you.

This should only take about 15 minutes and we understand that your time is valuable. We would like to offer you this \$5 voucher to use while you are here. Please understand that our firm is an independent research company. All of your responses will be confidential and will be used in combination with the other responses we get from other driving professionals.

I. General Information

- A. Code type of respondent
- 1) motor coach driver
 - 2) truck driver
1. Is your primary job driving a truck (motor coach)?
- 1) yes
 - 2) no **TERMINATE**
 - 9) don't know **TERMINATE**
2. MOTOR COACH DRIVERS ONLY: What type of routes do you run most often?
- 1) Charter routes
 - 2) Line Run routes
 - 3) Special routes
 - 4) Other/SPECIFY
 - 9) don't know **Do not read**

3. MOTOR COACH DRIVERS ONLY: Do you run a fixed route, or do you drive different routes every day?

- 1) fixed route
- 2) different routes every day
- 9) don't know

4. TRUCK DRIVERS ONLY: Are you currently an employee of a trucking company, do you work for a private fleet operation, or would you consider yourself an independent owner/operator?

- 1) work for a company
- 2) work for a private fleet operation
- 3) independent owner/operator
- 4) both company and independent owner/operator **DO NOT READ**
- 9) don't know **DO NOT READ**

5. TRUCK DRIVERS ONLY: What type of routes do you run most often?
(READ CHOICES/ MULTIPLE RESPONSE)

- 1) short-haul
- 2) long-haul
- 3) regular fixed route
- 4) irregular route
- 5) local cattieage
- 6) scheduled
- 7) non-scheduled
- 8) other/SPECIFY
- 99) don't know **DO NOT READ**

6. TRUCK DRIVERS ONLY: What type of loads do you usually carry?
(READ CHOICES/ MULTIPLE RESPONSE)

- 1) full truckload
- 2) less than truckload
- 3) other/SPECIFY **DO NOT READ**
- 9) don't know **DO NOT READ**

7. TRUCK DRIVERS ONLY: What type of commodities do you usually haul?

(READ CHOICES! MULTIPLE RESPONSE)

- 1) hazardous materials/chemicals
- 2) liquid petroleum (gasoline, diesel fuel, heating oils, etc.)
- 3) building materials (sand, gravel, concrete, flat glass)
- 4) perishable goods
- 5) agricultural commodities
- 6) frozen goods
- 7) freight/packages/ delivery
- 8) household goods/furniture/office goods
- 9) manufactured products
- 10) food products
- 11) other/SPECIFY
- 99) don't know/no response

DO NOT READ

8. How would you characterize the size of your fleet -- would you say you are part of a small fleet, a medium fleet, or a large fleet?

- 1) small fleet
- 2) medium fleet
- 3) large fleet
- 9) don't know

DO NOT READ

9. ASK ALL: Are your driving routes mostly interstate (between states), or within one particular state or city? READ CHOICES

- 1) usually drive across state borders/interstate driver
- 2) my routes are usually within one state or city
- 3) my routes are mixed/ I drive both interstate and intra state routes
- 9) don't know/no response

10. ASK ALL: On a regular basis, do you drive across international borders?

IF YES: which ones?

- 1) no
- IF YES: —
- 2) Canadian
- 3) Mexican
- 4) both
- 9) don't know/no response

11) What are the biggest problems you face in your daily work routine?

(MULTIPLE RESPONSE! OPEN END WITH PRECODES/ DO NOT READ)

- 1) administrative/paperwork burden/log books
- 2) fatigue/ staying awake on the road
- 3) getting home
- 4) meeting rigid time and scheduling demands
- 5) safety
- 6) problems with management
- 7) waiting time at weigh stations
- 8) dealing with cargo
- 9) getting pulled over for roadside inspections
- 10) dealing with passengers (BUSES ONLY)
- 11) amount of traffic congestion
- 12) dealing with car drivers/four wheelers
- 13) other/SPECIFY
- 99) don't know

II. Attitudes About Technology

12. In general, how would you describe your attitude towards technology in the future of the trucking (motor coach) industry. Would you say that you are very favorable to an increased role of computers and communications in the future of the industry, somewhat favorable, not very favorable, or not at all favorable?

- 1) very favorable
- 2) somewhat favorable
- 3) not very favorable
- 4) not at all favorable
- 5) don't know

DO NOT READ

13. Do you have a CB radio in your vehicle?

- 1) **yes**
- 2) no
- 9) don't know

14. **IF YES** Since the CB radio was installed in your vehicle, have any new technologies been installed in your tractor (motor coach)?

IF NO: Have any new technologies been installed in your tractor (motor coach)?

- 1) yes
- 2) no
- 9) don't know

IF RESPONDENT SAID YES TO QUESTION 14 GO ON TO QUESTIONS 15, 16,17,18,19, AND 20. ALL OTHERS PLEASE SKIP TO QUESTION 21.

15. I would like to know which technologies have been installed in your truck (motor coach) and ask you a few questions on each one. Please name the technologies that have been installed in your vehicle.

(CHECK THE TECHNOLOGIES THAT THE RESPONDENT HAS USED AND ASK QUESTIONS 16,17,18,19, and 20 FOR EACH OF THOSE TECHNOLOGIES)

| 15. CODE | TECHNOLOGY | 16. Specifics about technologies | 17. How useful has this new technology been? Has it been...? 1) very useful 2) somewhat useful 3) not very useful 4) not at all useful 9) don't know | 18. Why do you say that? (OPEN END) | 19. How difficult was it to learn to operate this new technology? Was it...? 1) very easy, 2) somewhat easy 3) somewhat difficult 4) very difficult 9) don't know | 20. Did you receive any training on this technology? 1) yes 2) no 9) don't know |
|--------------------|--|---|---|--|---|--|
| 1 | ON BOARD COMPUTERS (automated trip log, fuel reports) | WHAT KIND? | | | | |
| 2 | SATELLITE COMMUNICATIONS | 1 WAY OR 2 WAY | | | | |
| 3 | CELLULAR TELEPHONES | | | | | |
| 4 | AUTOMATIC WEIGHING SYSTEMS | | | | | |
| 5 | ELECTRONIC TOLL COLLECTION | | | | | |
| 6 | TRANSPONDERS | What is it used for? | | | | |
| 7 | ON BOARD FAX MACHINES | | | | | |
| 8 | VEHICLE TRACKING | What is it used for? | | | | |
| 9 | SCANNER | What is it used for? | | | | |
| 10 | OTHER/SPECIFY | | | | | |
| 11 | OTHER/SPECIFY | | | | | |

21. Have you ever heard of Intelligent Vehicle Highway Systems (also known as IVHS) or Intelligent Transportation Systems (also known as ITS)?

1) yes

2) no

9) don't know

DO NOT READ

READ THE EXPLANATION BELOW TO ALL RESPONDENTS

Intelligent transportation systems is a joint effort between the federal government and the private sector to promote the use of computers and communication technology in commercial vehicles, such as the one you drive. I am going to describe some of these technologies to you and would like you to answer some questions about each one.

Commercial Fleet Management/Freight Mobility

(VISUAL AIDS)

Commercial Fleet Management is a technology that is being designed to improve communications between you and your dispatcher while you are on the road. Carriers, using satellites and cellular phones, will be able to contact you anywhere and anytime. While on the road you can get real time information about such things as company communications, road and weather conditions, route and schedule changes, and even personal messages. It would become unnecessary for you to pull over so that you could call your dispatcher, and instead, you would receive all the information you need without leaving your tractor.

22. I am now going to read you some words and phrases that have been used to describe Commercial Fleet Management (Freight Mobility). For each phrase, I would like you to say how strongly you think it applies to this technology.

TO THE INTERVIEWER: READ THE ITEMS IN THE LEFT COLUMN -- EACH SHOULD BE READ AS FOLLOWS -- GOOD IDEA, HOW STRONGLY DOES THAT APPLY TO FLEET MANAGEMENT, ETC.?

| Fleet Management/Freight Mobility | | | | | |
|--|-------------------------|-------------------------|-----------------------------|-----------------------------|-------------------|
| IMPRESSIONS | strongly applies | somewhat applies | doesn't really apply | doesn't apply at all | Don't know |
| a. Useful for me | 1 | 2 | 3 | 4 | 99 |
| b. Improves safety on the road | 1 | 2 | 3 | 4 | 99 |
| c. Reduces traffic congestion | 1 | 2 | 3 | 4 | 99 |
| d. Makes my work easier | 1 | 2 | 3 | 4 | 99 |
| e. Reduces paperwork | 1 | 2 | 3 | 4 | 99 |
| f. Would give me an advantage over other drivers | 1 | 2 | 3 | 4 | 99 |
| g. Invasion of my privacy by company | 1 | 2 | 3 | 4 | 99 |
| h. Invasion of my privacy by government | 1 | 2 | 3 | 4 | 99 |
| i. Makes it easier to comply with existing regulations | 1 | 2 | 3 | 4 | 99 |
| j. Makes me more independent | 1 | 2 | 3 | 4 | 99 |
| k. Relies too much on computers/loss of human judgment | 1 | 2 | 3 | 4 | 99 |
| l. Easy to use/won't require too much training | 1 | 2 | 3 | 4 | 99 |
| m. Will work/ I would rely on it | 1 | 2 | 3 | 4 | 99 |

23. Considering all that you know about Commercial Fleet Management, would you be in favor of having it installed in your (truck/bus) -- would you say that you would strongly be in favor, somewhat be in favor, be somewhat opposed or be completely opposed if this technology was installed in your vehicle?

- 1) strongly in favor
- 2) somewhat in favor
- 3) somewhat opposed
- 4) completely opposed
- 9) don't know

24. Why do you say that? **(OPEN END)**

25. IF SOMEWHAT/COMPLETELY OPPOSED: What could be changed to make you more favorable toward this technology?
(OPEN END)

| |
|---|
| Commercial Vehicle Electronic Clearance System |
|---|

(VISUAL AID)

Commercial Vehicle Electronic Clearance would allow safe and legal vehicles to pass through weigh stations, ports of entry, and international customs sites without having to stop. Your truck would be equipped with a transponder, which is like an electronic license plate. While you are traveling at highway speed, you will pass over sensors in the road that will be able to identify, weigh, and classify you. Information about registration, safety status, permits, and other necessary checks will be done by computer within a matter of seconds. Safe and legal vehicles electronically receive a "GO" signal and can continue on their way, while those vehicles who cannot be verified, or who do not follow safety guidelines, receive a "stop" signal and are processed manually, just as they are today. A compliance reader ensures that all drivers are following the signals.

26. I am now going to read you some words and phrases that have been used to describe Commercial Vehicle Electronic Clearance, For each phrase, I would like you to say how strongly you think it applies to this technology

TO THE INTERVIEWER: READ THE ITEMS IN THE LEFT COLUMN -- EACH SHOULD BE READ AS FOLLOWS -- GOOD IDEA, HOW STRONGLY DOES THAT APPLY TO COMMERCIAL VEHICLE ELECTRONIC CLEARANCE, ETC.?

| Commercial Vehicle Electronic Clearance | | | | | |
|--|-------------------------|-------------------------|-----------------------------|-----------------------------|-------------------|
| IMPRESSIONS | strongly applies | somewhat applies | doesn't really apply | doesn't apply at all | Don't know |
| a. Useful for me | 1 | 2 | 3 | 4 | 99 |
| b. Improves safety on the road | 1 | 2 | 3 | 4 | 99 |
| c. Reduces traffic congestion at station | 1 | 2 | 3 | 4 | 99 |
| d. Makes my work easier | 1 | 2 | 3 | 4 | 99 |
| e. Reduces paperwork | 1 | 2 | 3 | 4 | 99 |
| f. Would give me an advantage over other drivers | 1 | 2 | 3 | 4 | 99 |
| g. Invasion of my privacy by company | 1 | 2 | 3 | 4 | 99 |
| h. Invasion of my privacy by government | 1 | 2 | 3 | 4 | 99 |
| i. Makes it easier to comply with existing regulations | 1 | 2 | 3 | 4 | 99 |
| j. Makes me more independent | 1 | 2 | 3 | 4 | 99 |
| k. Relies too much on computers/loss of human judgment | 1 | 2 | 3 | 4 | 99 |
| l. Easy to use/won't require too much training | 1 | 2 | 3 | 4 | 99 |
| m. Will work/ I would rely on it | 1 | 2 | 3 | 4 | 99 |

27. Considering all that you know about the Electronic Clearance System, would you be in favor of having it installed in your (truck/bus) -- would you say that you would strongly be in favor, somewhat be in favor, be somewhat opposed or be completely opposed if this technology was installed in your vehicle?

- 1) strongly in favor
- 2) somewhat in favor
- 3) somewhat opposed
- 4) completely opposed
- 9) don't know

28. Why do you say that? (OPEN END)

29. IF SOMEWHAT/COMPLETELY OPPOSED: What could be changed to make you more favorable toward this technology?
(OPEN END)

Commercial Vehicle Administrative Processes

(VISUAL AIDS)

Commercial Vehicle Administrative Processes Service is a technology that is being designed to reduce the burden of paperwork that you face. Most everyone in the trucking industry, including the carrier, the driver, and the government is confronted with the tasks of processing registrations, fuel use taxes, trip permits, overdimensional permits, hazardous materials permits, and many other documents. Imagine being able to do all your paperwork, including your log book, electronically.

Also, think of the occasions when you are on a trip and find you are missing credentials. With Commercial Vehicle Administrative Processes you will be able to obtain them electronically. In the near future, you will be able to get missing credentials from a device similar to an automated teller machine in a truck stop. Eventually, however, the technology will be developed so that credentials can be delivered to you in your vehicle electronically, without having to stop, so that you can have nonstop clearance down the road.

ONLY INTERSTATE DRIVERS: This technology would also include an Automated Mileage and Fuel Reporting and Auditing component which will allow carriers to automatically record the vehicle trip miles and fuel purchased in each state in order to file tax reports.

30. I am now going to read you some words and phrases that have been used to describe Commercial Vehicle Administrative Processes. For each phrase, I would like you to say how strongly you think it applies to this technology

TO THE INTERVIEWER: READ THE ITEMS IN THE LEFT COLUMN -- EACH SHOULD BE READ AS FOLLOWS -- GOOD IDEA, HOW STRONGLY DOES THAT APPLY TO COMMERCIAL VEHICLE ADMINISTRATIVE PROCESSES, ETC.?

| Commercial Vehicle Administrative Processes | | | | | |
|--|-------------------------|-------------------------|-----------------------------|-----------------------------|-------------------|
| IMPRESSIONS | strongly applies | somewhat applies | doesn't really apply | doesn't apply at all | Don't know |
| a. Useful for me | 1 | 2 | 3 | 4 | 99 |
| b. Improves safety on the road | 1 | 2 | 3 | 4 | 99 |
| c. Reduces traffic congestion | 1 | 2 | 3 | 4 | 99 |
| d. Makes my work easier | 1 | 2 | 3 | 4 | 99 |
| e. Reduces paperwork | 1 | 2 | 3 | 4 | 99 |
| f. Would give me an advantage over other drivers | 1 | 2 | 3 | 4 | 99 |
| g. Invasion of my privacy by company | 1 | 2 | 3 | 4 | 99 |
| h. Invasion of my privacy by government | 1 | 2 | 3 | 4 | 99 |
| i. Makes it easier to comply with existing regulations | 1 | 2 | 3 | 4 | 99 |
| j. Makes me more independent | 1 | 2 | 3 | 4 | 99 |
| k. Relies too much on computers/loss of human judgment | 1 | 2 | 3 | 4 | 99 |
| l. Easy to use/won't require too much training- | 1 | 2 | 3 | 4 | 99 |
| m. Will work/ I would rely on it | 1 | 2 | 3 | 4 | 99 |

31. Considering all that you know about Commercial Vehicle Administrative Processes would you be in favor of using it -- would you say that you would strongly be in favor, somewhat be in favor, be somewhat opposed or be completely opposed to using this technology?

- 1) strongly in favor
- 2) somewhat in favor
- 3) somewhat opposed
- 4) completely opposed
- 9) don't know

32. Why do you say that? **(OPEN END)**

33. IF SOMEWHAT/COMPLETELY OPPOSED: What could be changed to make you more favorable toward this technology?
(OPEN END)

34. Considering what you have heard about the technology, how favorable are you towards just the electronic purchase of credentials component of this technology. Would you say you are very favorable, somewhat favorable, not very favorable, not at all favorable?

- 1) very favorable
- 2) somewhat favorable
- 3) not very favorable
- 4) not at all favorable
- 9) don't know

DO NOT READ

35. Considering what you have heard about the technology, how favorable are you towards just the automated mileaae and fuel reporting and auditing component of this technology. Would you say you are very favorable, somewhat favorable, not very favorable, not at all favorable?

- 1) very favorable
- 2) somewhat favorable
- 3) not very favorable
- 4) not at all favorable
- 9) don't know

DO NOT READ

TO THE INTERVIEWER: READ THE ITEMS IN THE LEFT COLUMN -- EACH SHOULD BE READ AS FOLLOWS -- GOOD IDEA, HOWSTRONGLY DOES THAT APPLY TO AUTOMATED ROADSIDE SAFETY INSPECTION, ETC.?

| Automated Roadside Safety Inspection | | | | | |
|--|-------------------------|-------------------------|-----------------------------|-----------------------------|-------------------|
| IMPRESSIONS | strongly applies | somewhat applies | doesn't really apply | doesn't apply at all | Don't know |
| a. Useful for me | 1 | 2 | 3 | 4 | 99 |
| b. Improves safety on the road | 1 | 2 | 3 | 4 | 99 |
| c. Reduces traffic congestion at station | 1 | 2 | 3 | 4 | 99 |
| d. Makes my work easier | 1 | 2 | 3 | 4 | 99 |
| e. Reduces paperwork | 1 | 2 | 3 | 4 | 99 |
| f. Would give me an advantage over other drivers | 1 | 2 | 3 | 4 | 99 |
| g. Invasion of my privacy by company | 1 | 2 | 3 | 4 | 99 |
| h. Invasion of my privacy by government | 1 | 2 | 3 | 4 | 99 |
| i. Makes it easier to comply with existing regulations | 1 | 2 | 3 | 4 | 99 |
| j. Makes me more independent | 1 | 2 | 3 | 4 | 99 |
| k. Relies too much on computers/loss of human judgment | 1 | 2 | 3 | 4 | 99 |
| l. Easy to use/won't require too much training | 1 | 2 | 3 | 4 | 99 |
| m. Will work/I would rely on it | 1 | 2 | 3 | 4 | 99 |

Automated Roadside Safety Inspection Service

(VISUAL AID)

The automated roadside safety inspection service is made up of two different parts.

One aspect of the technology identifies drivers based on their safety history. A database would contain information about the safety performance of vehicles, drivers, and carriers and this information could be checked quickly from the roadside. This information could be used to detect those drivers who have a good safety history and don't need as vigorous a safety review. In a similar manner, this technology will enable inspectors to better target safety inspections towards unsafe and illegal carriers and drivers.

The second part of this technology is the automation of the inspection processes themselves. Using technologies that can electronically test brake performance and can make use of data that is collected and stored on vehicle computer systems, the current inspection process time can be cut in half. Inspectors will no longer have to climb under your truck to check vehicle systems, and will be able to check the vehicle automatically, with the help of computers and new technologies. Think of your last roadside safety inspection and imagine the manual steps being completed automatically.

36. I am now going to read you some words and phrases that have been used to describe Automated Roadside Safety Inspection Service. For each phrase, I would like you to say how strongly you think it applies to this technology

37. Considering all that you know about the Automated Roadside Safety Inspection Service, would you be in favor of using it -- would you say that you would strongly be in favor, somewhat be in favor, be somewhat opposed or be completely opposed if this technology was installed in your vehicle?

- 1) strongly in favor
- 2) somewhat in favor
- 3) somewhat opposed
- 4) completely opposed
- 9) don't know

38. Why do you say that? **(OPEN END)**

39. IF SOMEWHAT/COMPLETELY OPPOSED: What could be changed to make you more favorable toward this technology?
(OPEN END)

**THE HAZARDOUS MATERIAL INCIDENT RESPONSE SECTION IS ONLY
FOR THOSE TRUCK DRIVERS WHO HAUL HAZARDOUS MATERIALS
ALL OTHER RESPONDENTS SKIP TO QUESTION 44**

Hazardous Materials Incident Response

(VISUAL AIDS)

The Hazardous Materials Incident Response Service is a technology that maintains critical data about the cargo either on board the vehicle in a computer or in a centralized computer database. In the event of an incident or accident this technology will enable the vehicle to be located, allow the hazardous cargo to be identified so that it can be dealt with properly, and will automatically alert emergency response teams and provide them with accurate and timely information about the hazardous materials.

40. I am now going to read you some words and phrases that have been used to describe Hazardous Material Incident Response. For each phrase, I would like you to say how strongly you think it applies to this technology

TO THE INTERVIEWER: READ THE ITEMS IN THE LEFT COLUMN -- EACH SHOULD BE READ AS FOLLOWS -- GOOD IDEA, HOW STRONGLY DOES THAT APPLY TO COMMERCIAL VEHICLE ADMINISTRATIVE PROCESSES, ETC. ?

| Hazardous Material Incident Response | | | | | |
|--|-------------------------|-------------------------|-----------------------------|-----------------------------|-------------------|
| <u>IMPRESSIONS</u> | strongly applies | somewhat applies | doesn't really apply | doesn't apply at all | Don't know |
| a. Useful for me | 1 | 2 | 3 | 4 | 99 |
| b. Improves safety on the road | 1 | 2 | 3 | 4 | 99 |
| c. Reduces traffic congestion | 1 | 2 | 3 | 4 | 99 |
| d. Makes my work easier | 1 | 2 | 3 | 4 | 99 |
| e. Reduces paperwork | 1 | 2 | 3 | 4 | 99 |
| f. Would give me an advantage over other drivers | 1 | 2 | 3 | 4 | 99 |
| g. Invasion of my privacy by company | 1 | 2 | 3 | 4 | 99 |
| h. Invasion of my privacy by government | 1 | 2 | 3 | 4 | 99 |
| i. Makes it easier to comply with existing regulations | 1 | 2 | 3 | 4 | 99 |
| j. Makes me more independent | 1 | 2 | 3 | 4 | 99 |
| k. Relies too much on computers/loss of human judgment | 1 | 2 | 3 | 4 | 99 |
| l. Easy to use/won't require too much training | 1 | 2 | 3 | 4 | 99 |
| m. Will work/ I would rely on it | 1 | 2 | 3 | 4 | 99 |

41. Considering all that you know about Hazardous Material Incident Response, would you be in favor of having it installed in your (truck/bus) -- would you say that you would strongly be in favor, somewhat be in favor, be somewhat opposed or be completely opposed if this technology was installed in your vehicle?

- 1) strongly in favor
- 2) somewhat in favor
- 3) somewhat opposed
- 4) completely opposed
- 9) don't know

42. Why do you say that? (OPEN END)

43. IF SOMEWHAT/COMPLETELY OPPOSED: What could be changed to make you more favorable toward this technology?
(OPEN END)

On Board Safety Monitoring

(VISUAL AIDS)

The next level of safety improvement is the monitoring of you, your vehicle, and cargo throughout the trip and while the vehicle is moving. The On Board Safety Monitoring Service is being developed to do this. This kind of monitoring takes place inside the vehicle and is relatively continuous. Systems are developed that will monitor your physical condition and alert you to conditions of fatigue or other problems that reduce a driver's ability. These systems may monitor your eye movement to make a determination of your alertness. Vehicle systems such as steering, braking, and acceleration can be monitored to detect a driver's reduced reaction time and attention.

Vehicle systems such as engine controls, brakes, lighting, tire pressure, and load control can be monitored with on board computers so that you can be alerted to situations before they become a serious problem. Finally, the cargo can be monitored for conditions such as basic security, containment and temperature.

If a problem was about to occur with the you or the vehicle a warning would first be provided to you in the trailer -- if you did not respond within an allotted time frame, the information could alert the carrier and possibly roadside enforcement officials.

44. I am now going to read you some words and phrases that have been used to describe On Board Safety Monitoring. For each phrase, I would like you to say how strongly you think it applies to this technology

TO THE INTERVIEWER: READ THE ITEMS IN THE LEFT COLUMN -- EACH SHOULD BE READ AS FOLLOWS -- GOOD IDEA, HOW STRONGLY DOES THAT APPLY TO ON BOARD SAFETY MONITORING, ETC.?

| On Board Safety Monitoring | | | | | |
|--|-------------------------|-------------------------|-----------------------------|-----------------------------|-------------------|
| <u>IMPRESSIONS</u> | strongly applies | somewhat applies | doesn't really apply | doesn't apply at all | Don't know |
| a. Useful for me | 1 | 2 | 3 | 4 | 99 |
| b. Improves safety on the road | 1 | 2 | 3 | 4 | 99 |
| c. Reduces traffic congestion | 1 | 2 | 3 | 4 | 99 |
| d. Makes my work easier | 1 | 2 | 3 | 4 | 99 |
| e. Reduces paperwork | 1 | 2 | 3 | 4 | 99 |
| f. Would give me an advantage over other drivers | 1 | 2 | 3 | 4 | 99 |
| g. invasion of my privacy by company | 1 | 2 | 3 | 4 | 99 |
| h. Invasion of my privacy by government | 1 | 2 | 3 | 4 | 99 |
| i. Makes it easier to comply with existing regulations | 1 | 2 | 3 | 4 | 99 |
| j. Makes me more independent | 1 | 2 | 3 | 4 | 99 |
| k. Relies too much on computers/loss of human judgment | 1 | 2 | 3 | 4 | 99 |
| l. Easy to use/won't require too much training | 1 | 2 | 3 | 4 | 99 |
| m. Will work/ I would rely on it | 1 | 2 | 3 | 4 | 99 |

45. Considering all that you know about the On Board Safety Monitoring Service, would you be in favor of having it installed in your (truck/bus) -- would you say that you would strongly be in favor, somewhat be in favor, be somewhat opposed or be completely opposed if this technology was installed in your vehicle?

- 1) strongly in favor
- 2) somewhat in favor
- 3) somewhat opposed
- 4) completely opposed
- 9) don't know

46. Why do you say that? **(OPEN END)**

47. IF SOMEWHAT/COMPLETELY OPPOSED: What could be changed to make you more favorable toward this technology?
(OPEN END)

48. Would you be more willing to accept this technology if you knew that the information gathered from the monitoring service would not go to enforcement personnel?

- 1) yes**
- 2) no
- 9) don't know

49. Which of the technologies that I mentioned do you like the best?
(Read List -- Rotate Order/ Accept only the #1 answer)

- 1) Commercial Vehicle Electronic Clearance
- 2) Automated Roadside Safety Inspection
- 3) On Board Monitoring
- 4) Commercial Vehicle Administrative Processes
- 5) Hazardous Material Incident Response (Only read to those who were asked haz mat questions)
- 6) Commercial Fleet Management
- 9) don't know

DO NOT READ

50. Why do you say that? **(OPEN END)**

51. Which of the technologies that I mentioned do you like the least?

(Read List -- Rotate Order/ Accept only the #1 answer)

- 1) Commercial Vehicle Electronic Clearance
- 2) Automated Roadside Safety Inspection
- 3) On Board Monitoring
- 4) Commercial Vehicle Administrative Processes
- 5) Hazardous Material Incident Response (Only read to those who were asked haz mat questions)
- 6) Commercial Fleet Management
- 9) don't know

DO NOT READ

52. Why do you say that? **(OPEN END)**

| |
|---|
| Demographics and Driving Information |
|---|

The following information is for statistical purposes on/y

53. For how many years have you been a (Truck/Motor coach) driver?

- 1) less than one year
- 2) one to five years
- 3) five to ten years
- 4) ten to fifteen years
- 5) fifteen to twenty years
- 6) more than twenty years
- 9) don't know/no response

54. In a typical driving day, how much time do you spend waiting at weigh stations, ports of entry, inspections sites, and filling out paperwork?

- 1) a half hour or less
- 2) between half hour to an hour
- 3) one hour
- 4) two hours
- 5) three hours
- 6) more than three hours
- 9) don't know/ no response

55. In what region of the country do you do most of your driving?
(READ CHOICES MULTIPLE RESPONSE)

- 1) Northeast
- 2) Midwest
- 3) South
- 4) Southwest
- 5) West**
- 9) don't know/ no response

56. Have you personally participated in any new technology tests? IF YES:
Which ones? (ONLY IF THE RESPONDENT IS UNCLEAR PROVIDE
EXAMPLES OF HELP, ADVANTAGE I-75, PASS)

- 1) no have not participated/don't know if I have participated
- IF YES:
- 2) HELP
- 3) Advantage I-75
- 4) E-Z PASS/ Electronic Toll Collection
- 5) Other/SPECIFY
- 9) don't know the name of the program I participated in

57. Are you in a union?

- 1) yes
- 2) no**
- 9) don't know

58. How do you usually get paid?

- 1) by the hour
- 2) by the mile
- 3) per trip
- 4) other/SPECIFY
- 9) don't know

59. Have you ever programmed a VCR?

- 1) yes
- 2) no**
- 9) don't know

60. Do you use a computer on a regular basis?

- 1) yes
- 2) no
- 9) don't know

61. What was the last grade of school you completed?

- 1) no high school
- 2) some high school
- 3) high school graduate/GED
- 4) some college
- 5) college graduate
- 6) graduate school
- 9) don't know/refused

62. In what age group are you?

- 1) 18-24
- 2) 25-34
- 3) 35-44
- 4) 45-54
- 5) 55-64
- 6) 65+
- 9) don't know/refused

63. For statistical purposes only, we need an estimate of your individual job income for 1994.

- 1) under \$15,000
- 2) \$15,000-\$29,999
- 3) \$30,000-\$39,999
- 4) \$40,000-\$49,999
- 5) \$50,000-\$59,999
- 6) \$60,000-\$69,999
- 7) \$70,000 and over
- 9) don't know/refused

64. Code Sex

- 1) male
- 2) female

65. Code Survey Site